

Hello Latin America & Canada!

Check out *your* website at: <http://tricare15.army.mil/>



- From the Director . . .
- Active Duty Claims Reimbursement
- Using TMOP for One Year's Worth of Prescriptions
- New TRICARE Prime Enrollment Form
- What's Coming!
- From the Nurse Consultant . . .
- TRICARE Fact Sheet TRICARE Dental Programs

Dear TLAC TRICARE POCs:

POC Program Review. The TRICARE Management Activity (TLAC's "boss") is conducting a review of the TRICARE Point of Contact program and we need your help to make the review accurate and meaningful.



Please review Chapter 12, Section 12.1 (Point of Contact Program) of the TRICARE Policy Manual



"Chapter 12.exe"

(this is a WinZip Self-Extracting file), and give us feedback on such points as:

- Does Chapter 12 accurately describe what you do?
- What improvements / deletions / additions can be made?
- How can the POC program be more effective?
- Should there even be a POC program? If not, could a remotely-located contractor do the job?
- Any other point(s) you'd like to bring up and comment upon

I would sincerely appreciate your input and comments no later than 01 March 2005.

Farewell to a TRICARE Heroine. **Ms. Karen Coleman** has accepted another job and will be leaving the TLAC office very soon. Karen has been at TLAC since the office began and will be greatly missed. She has done a superb job in support of the TRICARE Overseas Program over the years and many of you have had the pleasure of working with her. Her work has been a key factor in keeping TLAC enrollment rolls and statistics in such an outstanding state of accuracy.

Funding for Medical TDYs Update. We have received guidance from TMA authorities regarding funding procedures for TDYs needed to obtain out of country health care services. Please note that Ms. Brown and Ms. Walling will still need a completed Out-Of-Country Medical Request form if you need their help to coordinate appointments. Below is the guidance as it stands now (this is subject to change).

- For Navy and Marine Corps Members and Their Families. No change. Fund citations will continue to be provided by the Bureau of Medicine and Surgery.
- For Air Force Members and Their Families. Fund citations are now provided through MacDill Air Force Base. POCs at MacDill can be reached at (813) 827-9166. Their e-mail addresses are as follows:
 - Ms. Brenda Cobb: brenda.cobb@macdill.af.mil
 - Ms. Kim Holleman: Kimberly.Holleman@macdill.af.mil
- For Army Members and Their Families. For active duty physical exams, funding comes from the member's unit (this is considered a service readiness requirement). If funding is not available from the unit's budget, funds should be sought from the unit's chain of command. For other health care needs for active duty and their family members, funding is still obtained from our office here.
- For Coast Guard Members and Their Families. Same as Army.

Please stay healthy and thanks again for your great work!

Sincerely,

/s/

Paul W. Lund
Captain, Medical Service Corps, U.S. Navy
Deputy Director, TRICARE Area Office (TAO)
(Latin America & Canada)

Issue # 42
February 2005

WPS Customer Service Phone Numbers for TRICARE Overseas are 608.301.2310 and 2311

Active Duty Claims Reimbursement (Hold That Thought!)

Active duty service members (ADSM) can avoid 99% of out-of-pocket health care costs by coordinating all civilian health care through the International SOS Call Center. However, there may be situations where ADSMs must pay out of pocket, i.e. medication(s), remote care where International SOS does not have a network provider or where a provider will not accept an SOS Guarantee of Payment (GOP).

Prior to 1 January 2005 ADSM out-of-pocket claims for covered care were reimbursed through the TRICARE Area Office (TAO) via DFAS and electronic funds transfer.

Effective January 2005 this mechanism is no longer available. A fix is in the works to have WPS pay these claims. As soon as the contract modification is in place we will forward all existing claims for payment. Until that time we ask that ADSMs hold on to those claims! We'll notify the POCs as soon as claims may be sent to WPS.

Using The TRICARE Mail Order Pharmacy (TMOP) / 1 Year Rx!

After much discussion and review, State Department and TMA have come to an arrangement for remote beneficiaries to obtain one year's worth of maintenance medications from TMOP. Below is some information to assist you in determining if you and your medication qualify:

- ✓ Limited to maintenance medications (i.e. cholesterol, heart/blood pressure or birth control pills)
- ✓ Decisions about qualifying prescriptions made at DoD Pharmacy Operations Center
- ✓ Prescriptions must be clearly written for a 360 day supply and marked with "Deployment", "Remote", or "One-Year Supply"
- ✓ Prescriptions must be faxed to the Pharmacy Operations Center by the Embassy Health Unit staff
- ✓ Requires Pharmacy Operations Center electronic override of the 90-day supply limit
- ✓ If Pharmacy Operations Center has questions they will email requestor (Embassy Family Nurse Practitioner or Medical Officer)

Contact your local Embassy Health Unit for assistance in requesting a one-year supply of your maintenance medication(s).

New TRICARE Prime Enrollment Form

We've made a minor change to the enrollment form for Remote Latin America. Since there are several beneficiaries residing away from the AMEMB / Consulate locations, the new form includes a block to enter the name of the city where beneficiaries reside. Effective 1 March 2005 we will no longer accept requests for TRICARE Prime enrollment on old forms!

What's Coming!

- Point of Service option in Remote Latin America & Puerto Rico
- New mechanism for active duty claims reimbursement
- Requirement for referral / authorization for routine care sought in CONUS
- TRICARE Reserve Select (TRS) program in April 2005

From the Nurse Consultant . . . Healthy Choices for Life!

Hey Folks . . . The Department of Defense recently announced (on Jan 24, 2005) the launch of TRICARE's "Healthy Choices for Life" campaign. This is a two year initiative aimed at building awareness for the following three critical health issues or indicators: "reducing alcohol abuse, tobacco cessation and weight management."

Tobacco use, alcohol abuse and obesity have been identified as leading causes of preventable death in the U.S. Dr. Winkenwerder, assistant secretary of defense for health affairs stated that "preventing these unhealthy behaviors is critical to the readiness of our forces and the health of our nation as a whole." What steps (small or large, with or without a support group) are you personally taking to insure the success of this campaign? Remember, every little bit counts. Make a healthy choice!

Rosa Baunchalk RN, MSN

Updated Feb. 10, 2005

The TRICARE Dental Program

The TRICARE Dental Program (TDP) was implemented on Feb. 1, 2001. The TDP is a voluntary dental insurance program that is available to eligible Active Duty family members, Select Reserve and Individual Ready Reserve (IRR) members, and their eligible family members. Retirees and their eligible family members can enroll in the TRICARE Retiree Dental Program (TRDP) which is a premium based program (see TRICARE Retiree Dental Program fact sheet or visit www.trdp.org).

TDP Dental Coverage:

- The TDP provides 100 percent coverage for diagnostic, emergency, and preventive services, with the exception of sealants. Sealants are covered at the 80 percent level with a 20 percent cost share paid by the beneficiary.
- The TDP also covers the following services with a member cost share: fillings, root canals, crowns, extractions, orthodontics, periodontics, among other services.
- The benefit package includes general anesthesia coverage at a cost share when provided in connection with a covered benefit. Dentists or other professional providers must be licensed and approved to provide anesthesia in the state where the service is rendered.
- Maximum annual benefit coverage is \$1,200 for all routine dental care. The maximum lifetime orthodontic benefit coverage is \$1,500.
- Enlisted members in pay grades E-1 to E-4 have reduced cost shares for certain procedures.
- Complete benefits and cost share percentages are available at www.ucci.com.

Eligibility:

Family members of all active duty uniformed services members, Select Reserve (SELRES) and Individual Ready Reserve (IRR) members and/or their families may enroll in the TDP.

Sponsors must have at least 12 months remaining of their service commitments at the time they or their families enroll. The 12-month enrollment commitment is waived for families of Reservists called to active duty for certain contingency operations if they apply for TDP within 30 days of entry on active duty.

Eligibility is determined based on the service member's military personnel information residing in the Defense Enrollment Eligibility Reporting System (DEERS). The uniformed services personnel office reports the information to DEERS.

Active duty personnel are not eligible for the TDP. They receive dental care from military dental treatment facilities. Reservists who are ordered to active duty for a period of more than 30 consecutive days have the same dental coverage as active duty service members.

Additional information pertaining to reservists and their families can be found in the [Medical and Dental Care for Reserve Component Members and their Families](#) fact sheet.

Former spouses, parents, parents-in-law, disabled veterans, foreign military personnel and Uniformed Services retirees and their families are not eligible for the TDP.

Enrollment:

Enrollment in the TDP is handled by United Concordia Companies Inc. (UCCI), the TDP contract administrator. Enrollment/Change applications are available by calling UCCI at 1-888-622-2256. Online enrollment is available at www.ucci.com.

The enrollment application must be received by UCCI not later than the 20th day of the month for coverage to begin on the first day of the next month. If UCCI receives the application after the 20th day of the month, coverage may not begin until the first day of the second month. Incorrect eligibility information in DEERS will cause applications to be denied. Enrollment options are available at www.ucci.com.

Once enrolled, members must stay in the TDP for at least 12 months (with certain exceptions, such as loss of DEERS eligibility because of divorce, marriage of a child, etc.). After 12 months, enrollment continues on a month-to-month basis. The sponsor must contact UCCI to disenroll from the TDP.

The first month's premium is due upon enrollment. The premium amount is shown on the enrollment form. After the first month, monthly premiums may be paid by payroll allotment or, in some cases, may be billed directly to the member by UCCI.

Costs to the Beneficiary:

Beneficiary Category	Costs
	Feb 1, 2005-Jan 31, 2006
Active duty family members and family members of Select Reserve and Individual Ready Reserve (IRR) (special mobilization category) sponsors on active duty orders for more than 30 days	<ul style="list-style-type: none"> • Single enrollment, \$9.32 • Family enrollment, \$23.31
Select Reserve or Individual Ready Reserve (IRR) (special mobilization category) sponsor	<ul style="list-style-type: none"> • Single enrollment, \$9.32
Family members of Selected Reserve or IRR (special mobilization category) sponsors not on orders for more than 30 days IRR (other than special mobilization category) sponsors and their family members	<ul style="list-style-type: none"> • Single enrollment, \$23.31 • Family enrollment, \$58.27

TDP Survivor Benefit:

When a military sponsor dies while on active duty or active Guard and Reserve orders for a period of more than 30 days, surviving family members enrolled in the TDP will continue to receive TDP benefits for three years from the month following the sponsor's death. This TDP survivor benefit also applies to enrolled family members of Select Reserve and Individual Ready Reserve (early mobilization only) sponsors who die while in Selected Reserve and Individual Ready Reserve (early mobilization only) status, regardless of whether the sponsor was on active duty orders or enrolled in the TDP at the time of his/her death.

Under this survivor program, the government will pay 100 percent of the premium for three years from the month following the sponsor's death.

The requirement to be enrolled in the TDP at the time of the sponsor's death is waived in certain limited circumstances where the surviving family was previously enrolled in the TDP, but disenrolled due to transfer to a duty station where dental care was provided to the member's eligible family members under a program other than the TDP.

At the time of death, the sponsor (and the enrolled family members) will be disenrolled and the TDP contractor will notify the survivors of this disenrollment and the terms of the TDP survivor benefit. The contractor will re-enroll the previously enrolled family members under the terms of the TDP survivor benefit and will bill the government for 100 percent of the TDP premium. Contractual lock-in and lock-out provisions are not applicable to the TDP survivor benefit. The contractor tracks the three year TDP survivor benefit period and disenrolls the family members accordingly. Prior to disenrollment, the contractor will notify the family members of coverage termination. Once the three year TDP survivor benefit ends, family members may be eligible for the TRDP, administered by Delta Dental.

For more information about the TDP, beneficiaries may access the benefit handbook online at www.ucci.com or by calling toll-free 1-800-866-8499, 24 hours a day. Members residing outside the continental U.S. (OCONUS) should call 1-888-418-0466 (toll-free). This number is available in the following countries: Australia, Bahrain, Belgium, Bolivia, Colombia, Egypt, Germany, Greece, Iceland, Italy, Japan, Netherlands, Norway, Panama, Portugal, Saudi Arabia, South Korea, Spain, Switzerland, Turkey and the United Kingdom. At all other locations, members should call 1-717-975-5017. Representatives are available to assist members in English, German and Italian 24 hours a day, Monday through Friday.

See also other TRICARE Fact Sheets at:



USING THE TRICARE DENTAL PROGRAM OVERSEAS

The TRICARE Dental Program, administered by United Concordia Companies, Inc. (UCCI), is offered overseas in its OCONUS, or “outside of the Continental United States,” service area. The OCONUS service area includes all countries, island masses, and territorial waters not in the CONUS, or “Continental United States,” service area (the 50 United States, District of Columbia, Canada, Puerto Rico, Guam and the U.S. Virgin Islands). The OCONUS service area is categorized into non-remote and remote locations.

Non-remote vs. Remote Countries:

Non-remote locations are those OCONUS countries that have a fixed uniformed services overseas dental treatment facility (ODTF). ODTFs may authorize enrolled members to receive covered services from host country dentists if the ODTF is unable to provide those services. Non-remote countries include:

Azores	Germany	Japan	Spain
Bahrain	Iceland	Portugal	Turkey
Belgium	Italy/Sardinia	South Korea	United Kingdom
Diego Garcia			

Remote locations are those OCONUS countries that do not have a fixed uniformed services ODTF, including those that may have a part-time fixed ODTF.

Eligibility:

The TRICARE Dental Program is available to all active duty uniformed service family members, members of the Selected Reserve and Individual Ready Reserve (IRR) and their family members. All enrollees are eligible for dental care in either the CONUS or OCONUS service areas. Family members do not have to be command-sponsored, listed on the sponsor's change of assignment orders, or formally recognized as a family member on an accompanied tour to receive dental care in the OCONUS service area.

TRICARE Dental Program Benefits Overseas:

TRICARE Dental Program benefits, limitations and exclusions are the same for both CONUS and OCONUS service areas. Some covered services may be unavailable in some OCONUS locations. Additionally in OCONUS locations, sponsors and family members may have to pay for covered services before they are rendered and file a claim with UCCI for payment reimbursement.

OCONUS Dentists:

UCCI is not required to establish a dental network in the OCONUS service area. The requirements for a dentist to be within 35 miles of a member's home and the 21-day limit for obtaining an appointment do not apply to members in the OCONUS service area. The ODTFs and the overseas lead agents identify host nation dentists and place them on the OCONUS provider listing which is available from the ODTFs. This information may also be available from the U.S. Embassy or Consulate office.



Using the TRICARE Dental Program Overseas

In non-remote countries, most care is available from the ODTF. Family members of active duty service members in non-remote countries must receive a nonavailability and referral form (NARF) from the ODTF and utilize dentists on the OCONUS provider listing for both routine dental care and orthodontic care outside of the ODTF. TDP enrollees in remote OCONUS countries must receive a NARF and use the OCONUS provider listing for orthodontic care, but may use any dentist for non-orthodontic (routine) dental services in remote countries; however, seeking dental care from the OCONUS provider listing is encouraged.

For more information about receiving orthodontic care in OCONUS areas including cost-shares, payment procedures, and transferring orthodontic care from CONUS to OCONUS areas, please visit the TRICARE Dental Program Web site at <http://www.ucci.com/tdp/tdp.html> and download the benefit booklet.

OCONUS Dental Claims:

The TRICARE Dental Program OCONUS claim form is available at overseas lead agents, ODTFs, designated OCONUS Points of Contact (POCs) or can be downloaded from <http://www.ucci.com>. Specific claims submission, processing and payment procedures apply to OCONUS claims. All claims must be completed and submitted to UCCI, preferably within 60 days. Any claims submitted after 12 months from when the service was completed will be denied for lack of timeliness. To file a claim, submit a completed claim form, the dentist bill or statement of charges and the NARF to United Concordia, TDP OCONUS Dental Unit, P.O. Box 69418, Harrisburg, PA 17106-9418.

OCONUS Point of Contact (POC) Program:

The OCONUS POC is a designated active duty service member or civilian employee who can assist sponsors and family members with dental claims overseas. To find out if there is an OCONUS POC near you, contact the overseas TRICARE Area Office or ODTF in your area. A toll free fax is available 24 hours per day, seven days per week at 1-888-475-0486.

For more information, call your country's AT&T access number and then dial toll-free 1-888-418-0466 from Australia, Bahrain, Belgium, Bolivia, Columbia, Egypt, Germany, Greece, Iceland, Italy, Japan, the Netherlands, Norway, Panama, Portugal, Saudi Arabia, South Korea, Spain, Switzerland, Turkey and the United Kingdom. Call 1-717-975-5017 (not toll-free) from all other OCONUS locations. Representatives are available to assist 24 hours per day in English, German and Italian. You can also send e-mail requests to oconus@ucci.com.

*See also: [TRICARE Overseas Program Fact Sheet](#)
[Women, Infants and Children \(WIC\) Overseas Program](#) Fact Sheet
[The TRICARE Dental Program](#) Fact Sheet
[The TRICARE Retiree Dental Program](#) Fact Sheet